



York County Department of Parks and Recreation

Administrative Headquarters: 400 Mundis Race Road, York, PA 17406-9721

Phone: 717-840-7440
Fax: 717-840-7403
Email: parks@yorkcountypa.gov
Website: www.yorkcountyparks.org

Nixon County Park Nature Center
5922 Nixon Drive
York, PA 17403-9677
717-428-1961

Frequently Asked Questions About Christmas Magic

1. **2023 Dates:** Friday, November 24 – Saturday, December 30, 2023. Closed December 24, 25 and 31.
2. **Location:** Rocky Ridge County Park 3699 Deininger Road, York, PA 17402. 1.5 miles north of Rt. 30, off Mt. Zion Road (Rt. 24).
3. **Hours of Operation:** Monday-Thursday: 6:00pm to 9:00pm. Friday, Saturday, and Sunday: 5:00pm to 9:00pm.
4. **Admission Rate:** \$10.00 for adults, seniors, and children age 15 and up. \$5.00 for children 6 to 14. Children 5 and under are free. Adult price of admission will be \$5.00 on November 28 and 29th, December 5th and 6th, and December 12th and 13th.
5. **How to purchase tickets:** Visit www.ChristmasMagicYork.com. We recommend using a desktop rather than a mobile device for making your purchase. Once you purchase your tickets, you will receive an email with a link to your tickets. If you do not have email, you can purchase tickets in person with cash or credit card at the John Rudy Park Administrative Headquarters during regular business hours: Monday-Friday 8am-4:30pm. The office is closed 12:30-1pm daily. Personal checks will not be accepted. If you need help, you can also call and purchase tickets over the phone as long as you have a credit card for payment and an email address to receive your tickets.
6. **Why does it show 3 in the bubble next to the time slot:** This number reflects the number of age groups for the time slot, not the number of tickets available.
7. **Do I need to bring my tickets with me?** Yes, the tickets you purchase online will need to be displayed in paper form or on your mobile device so they can be scanned at the admission window. Please save an image of your tickets in advance since there is limited data reception at Rocky Ridge.
8. **What if I don't have a printer to print my tickets?** You can show your tickets on your phone or mobile device at the admission booth.
9. **What do I do if I have a paper coupon?** You must pre-register for a date and arrival time slot even if you have a coupon. To redeem your coupon, please call the Parks Office at 717-840-7440, then press 2 during regular business hours to obtain your tickets. There is no need to bring along this coupon. Admissions will scan your electronic ticket. This



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coupon code can only be redeemed once. Coupon codes that have already been redeemed cannot be returned or exchanged for another date or time unless there is a cancellation by the Parks Department.

10. **Walk-ins:** Walk-ins will not be permitted. All tickets must be purchased in advance.
11. **Is there a time limit for how long I can stay?** Stay as long as you wish. If your ticket is for 8:30, please try to arrive as close to 8:30 as possible so that you are able to enjoy the show before closing. Visitors typically stay from one half to one hour.
12. **Group Rates:** Groups are welcome at the event, however we do not offer a group rate. We do not allow buses to be parked in the lot. Please contact the office at (717) 840-7440 to inquire about parking options for large groups or buses. We encourage larger groups to visit on Monday through Thursday for less crowds.
13. **Refunds:** Tickets are non-refundable and cannot be exchanged for another date or time. If the York County Parks cancels an evening, a credit will be issued to your parks account. Anyone receiving a credit will need to register again for another date/time. Persons paying in cash will receive a check refund in the mail made out to the name and address that was used to purchase the tickets. This process can take at least 2 weeks. We strongly encourage credit card transactions. For coupon codes redeemed for a night that has been cancelled by the York County Parks, please contact the John Rudy Park office at (717) 840-7440 option 2 during regular business hours to reschedule for another night. In the event of cancellation in the middle of the evening, tickets from the most recent half hour entry and any entries thereafter will be automatically refunded the following business day.
14. **Weather/Cancellations:** Our lights and displays can be temperamental in the presence of snow, rain, ice, and fog. Depending on the severity, they may require more than a day to dry out after the weather improves. Please check your email after 1:30 on the day of your tickets for any cancellation messages. If we cancel due to weather, you will receive a refund to your credit card on the following business day. You can also call the Christmas Magic Hotline at (717) 840-7440, press 4, then 2, or visit us on [Facebook](#) or [Twitter](#) for trail conditions and closures. Rain or snow, in and of themselves, are not considered inclement weather.
15. **Parking:** There is no additional fee for parking. Follow parking lot attendant instructions, park your car, and then proceed to the admission booth in the Oak Timbers Parking Area. For handicapped parking, please follow the traffic attendants' instructions.



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16. **Is there food for sale:** Our Friends of the Parks Food Stand will be selling hot chocolate and cookies. Donald Bricker's Famous French Fries will be on location selling your favorite foods including French fries, chicken strips, hot dogs, hamburger BBQ, cheese fries, nachos, soups (weekends only), and funnel cake.
17. **Will Santa be there:** Santa will not be at Christmas Magic There is a mural photo-op with a life size Santa painting by a local artist, as well as other beautiful photo opportunities.
18. **Lost/stolen/defaced tickets:** Lost, stolen or defaced tickets will not be reissued.
19. **Accessibility:** 99% of the trail is a paved surface and the whole trail is ADA-accessible. There are 2 wheelchairs on-site and can be used on a first come first serve basis. Inquire at the admission booth. They cannot be reserved ahead of time.
20. **Pets:** Pets are not permitted at Christmas Magic except on pet night. Pet nights will be offered on November 27th and December 4th.
21. **When do tickets go on sale?** Tickets will go on sale at 8:30 am on November 14th.